

FAQs for Performance Measurement Initiative (PMI) Measures

This document provides information for the Performance Measurement Initiative (PMI) measures that are reported quarterly by Office of Victim Services and Justice Grants (OVSJG) Victim Services Division grantees. This document contains clarifying information regarding terms used in the PMI questions.

If you have any questions or concerns, please reach out to Jessica Harris (Jessica.harris1@dc.gov)

New Versus Continuing Clients

Q1: A client who is a primary victim of crime previously received program services (in another quarter and/or another fiscal year). This reporting quarter they received services for a new crime where they are the primary victim and/or after an extended period of time having not received any services from this program. Do I count this client as new or continuing?

A1: The client would be considered a continuing client. A client does not need to have received services in the previous quarter to be considered a continuing client. A "continuing victim" is any client who has received services from the program before. This could be the continuation of a previous case or a new case altogether.

If the victim is a primary victim and they received services as a primary victim in the OVSJG funded program, you will count them as a continuing primary victim. If the victim is a secondary victim and they sought services as a secondary victim previously, you will count them as a continuing secondary victim.

If a client sought services as a secondary victim and they are now seeking services as a primary victim, you will count them as a new primary victim. If the client sought services as a primary victim previously and is now seeking services as a secondary victim, you will count them as a new secondary victim.

Q2: It is a new fiscal year. Are all victims considered new?

A2: No. You will continue to differentiate clients as continuing or new based on the client's engagement with the program funded by the Victim Services Division of OVSJG in previous fiscal years.

Q4: What if the victim I am working with is seeking services as both a primary and secondary victim?

A4: If the victim identifies that they are seeking services for both a primary and secondary victimization, you will report them as a primary victim for the purposes of collecting their demographic data. You will report both primary and secondary victimization types in the question titled "Categories of Crime Victim."

Location of Residence

Q1: Which victims' location of residence should I be reporting?

A1: Only the **new primary and new secondary victims**' location of residence should be reported. Continuing victims, both primary and secondary, should not have their location of residence reported.

Q2: What if I know the client lives within the District but their address/quadrant was not disclosed?

A2: You will list that victim as having a location of residence "unknown"

Demographic Information

Q1: Which victims' demographic information (i.e. gender, race(s)/ethnicit(y/ies), age, sexual orientation) should I be reporting?

A1: Only the new victims (both new primary and new secondary) demographic data should be reported each quarter. Demographic data for continuing clients should not be reported.

Spreadsheet Web Reporting

Q1: Why is my data not saving and/or submitting?

A1: Here is a list of solutions to common issues or errors that you may encounter while saving and submitting data. Please check the following list of items before reaching out to OVSJG to trouble shoot the problem.

- Ensure your pop ups are enabled.
- Use Google Chrome instead of alternate browsers
- Double-check to see if there are any errors in the data you entered. Some applications will not allow you to submit the data if there are miscalculations.
- Every field must have data entered in it. If you do not have any data to enter, please enter 0
- There is a word limit on the two qualitative questions at the end of each application. Your data will not submit if your answers are over the 255 character limit.

Q2: I did not receive an email receipt that my report submitted, is the data submitted?

A2: First check your report in Spreadsheet Web and verify that you entered the correct email. Once that is verified, check your spam folder. If the submission receipt is not in your inbox, reach out to [Jessica Harris](#) to confirm whether the report was received.

Hotline and Crisis Intervention

Q1: Who are considered third party requesters for service via hotline?

A1: A 3rd party requester is a person who calls for assistance on behalf of a victim. For example, a victim service provider or law enforcement agency may call a hotline to get services for a

victim with whom they are working. A friend or family member may also call a hotline to get resources for a victim. A 3rd party caller could also be a person who calls for general information not specific to an individual victim.

Documentation of Performance Measures

This is a reminder that OVSJG reserves the right to conduct a site visit at any point during the grant period and request back-up documentation of all data measures and performance outcomes. All sub-grantees are required to demonstrate the ability to collect data to support all services performed and all outcomes achieved.

Please ensure that you have sufficient documentation of the outcome measures that you submit in your quarterly PMI reports. This includes, but is not limited to:

- Completed pre and post-test evaluations for Training activities and Prevention and
- Community Engagement activities, T1 and T2 testing documentation for Case Management and Mental Health Services
- Tracking documents for Outreach measures (i.e. Outreach materials distributed, calls received post outreach event, etc.).